



National Finance Center Customer Notification

Date of Notification: June 15, 2011

Subject: NFC Employee Personal Page System Issues Update #2 - Resolved

Database/Customer(s) Affected: All

Dear Customer:

This notice is a follow-up to a notice issued on Monday, June 13, 2011, stating that we are experiencing issues with the Employee Personal Page/Employee Self Service requests, and the issue is still under review.

Due to configuration issues, the NFC has identified an issue with the processing of Employee Personal Page (EPP) Employee Self Service (ESS) requests entered beginning Monday, June 6, 2011, 4:30 p.m. MST through Friday, June 10, 2011, 4:30 p.m. MST. This caused duplicate documents in the Entry, Processing, Inquiry, and Correction System (EPIC) and suspended documents in *EmpowHR*. Additionally, any employee who requested an EPP password letter during this time will receive duplicate letters via mail.

NFC has conducted analysis and will take corrective action to delete the duplicate documents in EPIC and *EmpowHR*. No action is required on the part of the customers.

Employees that received duplicate letters in the mail should allow time to receive their letter dated June 10, 2011, to access EPP.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

KJS/M5-11-091/116

"Tip of the Week"

NFC Publications include system procedure manuals and bulletins, as well as related materials including brochures, quick reference guides, presentations, etc.

These are stored on NFC's Homepage at www.nfc.usda.gov under the Publications tab.